How AxisCare Helped Agency Increase Weekly Sales by 550%

Interim HEALTHCARE®

AxisCare®

Interim HealthCare of Richmond, a well-established home health care agency in Virginia, has been a pillar of support for its community since opening its doors in 2014. Celebrating its tenth anniversary, the agency began searching for new home care software equipped to handle increasing demands and scale its operations effectively.

The Challenge

Prior to switching to AxisCare, Interim Richmond faced significant challenges with its former platform, which was unable to provide the necessary support and bandwidth for a specific client that would drastically change the scale of the agency's operations. The previous system's limitations in meeting the agency's evolving needs, particularly in handling a high volume of clients and personal care tasks, made it clear that a change was imperative.

The Solution

Interim Richmond selected AxisCare due to several stand-out features that aligned perfectly with its increasing operational needs. The platform's robust EVV management capabilities for both the billing staff eager to lower remittances, and the caregiver's using AxisCare's Caregiver Mobile App to easily capture EVV data onsite. AxisCare's robust reporting tools give enterprise agencies the ability to gain deeper insights into its operation and scale effectively. Additionally, AxisCare's scalability was a key factor, ensuring that Interim Richmond could accommodate large clients and grow without limitations, ultimately allowing the agency to provide exceptional care to an even broader community.

> ## "AxisCare has been able to handle the growth of our agency with ease."
>
> – Dan Tomilson, Owner & President of Interim HealthCare of Richmond

The Results

The results of adopting AxisCare were immediate. The platform's intuitive features, such as integrated care plans and efficient scheduling, enabled Interim Richmond to seamlessly onboard and serve their new large-scale client, significantly boosting its weekly sales, within it's Home Care division, from $20k weekly to an impressive $130k since October 2023.

Streamlined scheduling processes with AxisCare led to Interim Health Care of Richmond easily managing a 277% increase in weekly billed hours

AxisCare's platform introduced several innovative tools that transformed Interim Richmond's operations:

- **Advanced Scheduling:** Streamlined scheduling processes led to the ability to easily manage the 277% increase in weekly billed hours (1300 pre-AxisCare, now averaging 4900 weekly). The creation of tailored care plans, enhancing communication and care administration across departments greatly impacted its workflows. Also, features like blocked time off, client/caregiver attributes, preferred hours, and pairings improved staff satisfaction and operational efficiency.
- **Caregiver Mobile App & In-house Orientation:** Onboarding a growing census of 130 caregivers is streamlined and intuitive with AxisCare's top-rated and easy-to-use Caregiver Mobile App.
- **Integrated Care Plans:** Steering away from prior pen and paper methods, AxisCare's Care Plans and client notes allowed for further personalized and precise care, an essential component for managing the agency's extensive operations.
- **Geolocation and EVV Compliance:** Crucial for managing services for large Medicaid clients, lowered remittances, and increased EVV compliance.
- **Customizable Reports & Forms:** Allowing for seamless submission to large payers where data requirements are different and more personalized than templated options allowing for quicker, more accurate claim submissions.

With a focus on improving operations through data-driven approaches and innovative technology, Interim Richmond has positioned itself to continue making a meaningful difference in the lives of the individuals it serves. By leveraging AxisCare's advanced features, the agency not only scaled its home care operations by 550% in regard to weekly revenue, but also enhanced its quality of care, reaffirming its commitment to compassion through care in people's homes.

> "Reporting within AxisCare is a key part of our operation. We are easily able to identify and track key data related to our business. Reporting allows for a clear and concise look into our field staff availability and overtime or underutilization of our caregivers. Having access to our data in real time also has helped us increase billable hours and our census. We are now able to maximize our hours billed per client."
>
> – Brianna Tomlinson, Controller, AR, Billing, Payroll, Interim HealthCare of Richmond